



WHEATON, MARYLAND
RESOURCES AND PROGRAMS
for
SMALL BUSINESSES
2007



MONTGOMERY COUNTY
Department of Economic Development
and
The Wheaton Redevelopment Program

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MONTGOMERY COUNTY
Department of Economic Development
111 Rockville Pike, Suite 800
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I. DEPARTMENT OF ECONOMIC DEVELOPMENT

Vision Statement

The vision of the Department of Economic Development is to foster a growing, diversified and innovative economy, providing opportunity and prosperity for businesses and residents alike, while sustaining the County's quality of life.

Departmental Divisions

Marketing and Business Development

This division promotes the assets, advantages, and opportunities available within Montgomery County for domestic and international businesses and provides services and activities that result in the attraction and retention of those businesses to the County. This program also includes small businesses as well as specialized industry sectors including telecommunications, biotechnology, information technology, advanced engineering and professional services. A major focus is placed on the prospect companies generated by the department's business development specialists.

Finance, Administration & Special Projects

This division is responsible for all departmental administrative efforts, which support direct services for fiscal and contract management, strategic planning, and special projects. The program administers four financing incentives under the Economic Development Fund: the Economic Development Grant and Loan Program, the Technology Growth Program, the Small Business Revolving Loan Program, and the Impact Assistance Fund.

Workforce Investment Services

The mission of the Montgomery County Division of Workforce Services (DWS) is to ensure that Montgomery County has a well-prepared, educated, trained, and adaptable workforce to meet the current and future needs of businesses, and that the County workforce has the tools and resources to successfully compete in a global economy.

DWS is funded by Federal and Montgomery County funds to operate the One-Stop workforce system. This system, operated locally as MontgomeryWorks, provides an array of services to both job-seekers and employers. Services are provided at the MontgomeryWorks One-Stop Workforce Centers in Wheaton and Gaithersburg. MontgomeryWorks serves over 10,000 adult and youth residents with core workforce preparation services, intensive counseling services and occupational skills training, and serves more than 400 businesses each year with recruitment, training and hiring assistance.

Agricultural Services

This division encompasses the promotion of agriculture as a viable component of the County's business and economic sector, as well as the preservation of farmland as a resource for future agricultural production capabilities. The Department of Economic Development co-sponsors farmers' markets, an annual farm tour, and other activities that promote agricultural products.

Visit <http://www.montgomerycountymd.gov/mcgtmpl.asp?url=/content/ded/sbs/sbs.asp> to learn more about specific programs and services for small businesses

Contact: *DeVance Walker, Jr., Manager*
Small Business Services
Montgomery County Department of Economic Development
111 Rockville Pike, Suite 800
Rockville, Maryland, 20850
(230) 777-2032

II. WHEATON REDEVELOPMENT PROGRAM

The Wheaton Redevelopment Program (WRP) monitors all downtown development and revitalization projects within the Wheaton Urban District. The WRP promotes and facilitates new private investment in Downtown Wheaton and works with existing business and property owners to expand the downtown business base. Through the WRP's efforts, modifications have been made to the Wheaton Retail Preservation Overlay Zone. These changes, for projects of a certain size and scope, will eliminate complex site plan approval procedures. In addition the WRP, through its Green Tape Permit Review process, can "fast track" reviews of land use plans and building permits.

The WRP administers programs such as the Façade Easement Program, the Enterprise Zone and the Arts & Entertainment District. These programs help foster development and business growth through various incentives to both property and business owners.

The WRP also oversees the provision of retention and assistance programs for small and/or minority businesses in the Wheaton Urban District. With assistance from several County departments and a variety of non-governmental technical assistance providers (see pages 5 through 11 of this guide), the WRP conducts seminars and education programs, helps refer small businesses to appropriate financial and technical assistance programs, and provides special outreach services, as needed. The goal of this effort is to retain as many viable small businesses as possible during and after the downtown redevelopment.

The WRP staffs and coordinates all activities for the County Executive appointed Wheaton Redevelopment Advisory Committee (WRAC), a twenty member group of Wheaton businesses, residents and community leaders who provide advice to the County on redevelopment and revitalization matters and related issues affecting local businesses and the community. The WRAC meets the third Wednesday of each month at 7:00 p.m. at the WRP offices. The WRP also staffs the three working subcommittees of the WRSC: Economic Development, Urban Design and Image, and Planning and Housing. Additionally Wheaton Urban District staffs the Art and Entertainment Task Force, a joint group of the WRSC and the Wheaton Urban District Advisory Committee (WUDAC).

The Wheaton Redevelopment Office is located on the second floor of the Mid-County Regional Service Center, located at 2424 Reddie Drive, Wheaton.

Contact: *Joseph Davis, Director*
Wheaton Redevelopment Program Office
2424 Reddie Drive, Suite 220
Wheaton, Maryland 20902
(240) 777-8121
www.montgomerycountymd.gov/wheaton

Wheaton Enterprise Zone

The State of Maryland designated the Wheaton Enterprise Zone on December 15, 1998. The Enterprise Zone encompasses approximately 485 acres, and includes the Wheaton Urban District and the Wheaton Central Business District. Owners of commercial property in the Enterprise Zone may be eligible for employment and property tax credits if they satisfy requirements for eligibility. Property owners who improve, expand or renovate commercial property in an Enterprise Zone may be eligible for property tax credits. These tax credits are meant to offset tax increases attributable to improvements made to eligible properties. Property owners certified to receive the tax credit may do so for up to ten years. For the first five years the credit is calculated at 80% of the improved value of the property. In years six through ten, the credit is calculated at a rate that is reduced by ten percent each year - from seventy percent in year six to thirty percent in year ten. Firms leasing property in the Enterprise Zone may benefit based on the tax pass-through provisions in their lease agreements. Businesses may qualify for a one-time \$1,000 state tax credit for each new full time job created or relocated to Maryland, provided the employee work at least thirty-five hours per week for six months or more and receive hourly wages of at least 150% of the state's minimum wage requirement. A State income tax credit of up to \$6,000 over three years may be available for economically disadvantaged workers hired for new position

Contact: *Pete McGinnity*
Manager, Business Redevelopment
Wheaton Redevelopment Program Office
2424 Reddie Drive, Suite 220
Wheaton, Maryland 20902
(240) 777-8126
www.montgomerycountymd.gov/wheaton

Wheaton Arts & Entertainment District

Wheaton received designation as an Arts & Entertainment District from the state of Maryland in December 2005. The purpose of this designation is to utilize the arts as a tool to assist in and facilitate Downtown Wheaton's revitalization. Qualified residing artists and arts/entertainment venues within the Arts & Entertainment District are able to take advantage of property tax credits, income tax subtraction modifications and abatement of local admissions tax.

Contact: *Peter McGinnity, Manager*
Wheaton Arts & Entertainment District
Wheaton Redevelopment Program Office
2424 Reddie Drive, Suite 220
Wheaton, Maryland 20902

Wheaton Façade Easement Program

This business incentive program provides financial assistance to commercial property owners when improvements are made to a building exterior and the owner negotiates an easement agreement with the County to maintain the new building facade for a set period of time. The purpose of Wheaton's façade easement program is to assure that the improvements made to properties in downtown Wheaton are maintained in accordance with the goals and objectives of the Wheaton Redevelopment Program, which administers and negotiates the property easements. Priority consideration is given to buildings along streets and roads, in the Wheaton Capital Improvements Program or Streetscaping Plan, older commercial strip shopping centers the redevelopment or revitalization projects and other projects and buildings that support Wheaton redevelopment objectives.

Contact: *Sharon Lasswell, Manager, Capital Projects & Business Expansion*
Wheaton Redevelopment Program Office
2424 Reddie Drive, Suite 220
Wheaton, Maryland 20902
(240) 777-8123
www.montgomerycountymd.gov/wheaton

Police Central Business District Business Meetings

Montgomery County Police Department's Hispanic Liaison holds bi-monthly networking meetings with Wheaton restaurants, retailers, and other businesses to discuss safety and security matters, downtown services and programs, redevelopment and revitalization activities and other business issues and concerns. All businesses are encouraged to participate in these meetings that are held at various businesses locations on the second Wednesday, bi-monthly at 2:00 p.m.

Contact: *Corporal Fernando Martinez*
Hispanic Liaison
Montgomery County Police Department
Wheaton, Maryland 20906
Mid-County Services Center at
(240) 777-8100

Charles W. Gilchrist Center for Cultural Diversity

The Gilchrist Center, opened in September 2001, provides an opportunity for all residents of Montgomery County to gain better understanding and a deeper appreciation for the variety of cultures that make up our community. The Center provides a supportive environment that fosters a sense of belonging among all in our community.

The Center serves over three thousand clients a month and is a central point of contact for services and programs available throughout the County, both governmental and non-governmental. This is of particular benefit for new immigrants and new residents to the County.

The Gilchrist Center offers:

Cultural/Educational Programs - promoting multicultural and multinational understanding among the County's residents. The programs contain educational or recreational content, concentrating on culture, cultural competency, diversity, and intercultural relations.

Programs for New Americans – focusing on the needs of new immigrants and new residents to the County. Current programs offered include English as a second language, basic legal assistance (civil and immigration), and informational seminars on a variety of themes.

Small Business Development Programs – including seminars, workshops, and classes for the multicultural population on how to establish, finance, and efficiently operate a small business, and a ‘Cultural Ambassador Program’ that encourages community involvement for individuals and groups through volunteering.

Contact: *Kaori Hirakawa, Acting Director*
Charles W. Gilchrist Center for Cultural Diversity
11319 Elkin Street
Wheaton, Maryland 20902
(240) 777-4940
www.montgomerycountymd.gov/rectmpl.asp?url=/content/rec/gccd/index.asp

Wheaton Library

The Wheaton library has databases, print materials and web links available for entrepreneurs and existing businesses. Information such as sample business plans, small business-related web links and a 24/7 online chat room for asking business questions are accessible through the Montgomery County Public Library’s website: <http://montgomerycountymd.gov/content/libraries/index.asp>

Business owners interested in developing the computer skills for their workers can contact the library to arrange classes that teach basic computer skills. Workers needing to improve their English have access to a language lab with Ellis and Rosetta Stone software.

Contact: *Fran Ware, Manager*
Wheaton Regional Library
11701 Georgia Avenue
Wheaton, Maryland 20902
(240) 777-0678
<http://montgomerycountymd.gov/Apps/Libraries/branchinfo/wh.asp>

Wheaton & Kensington Chamber of Commerce

The Wheaton & Kensington Chamber of Commerce promotes the prosperity and attractiveness of the greater Wheaton and Kensington business communities by representing their needs to citizens, government, and business organizations. This Chamber works with all sectors of the community to achieve common goals.

The Chamber provides representation on behalf of the business community to several committees and organizations in the area: the Wheaton Urban District Advisory Committee (WUDAC), the Wheaton Redevelopment Advisory Committee (WRAC), and the Kensington Revitalization Committee.

The Chamber provides other services and program support to businesses. It holds monthly networking activities. It serves as a field office for the Service Corps of Retired Executives (SCORE) a nationwide program offering free counseling and business advice to existing businesses and entrepreneurs. The Chamber also publishes an annual Wheaton-Kensington Community Guide and is a co-sponsor of the annual Wheaton Restaurant Guide. The Chamber also sponsors “Angels for Children”, an annual toy drive that provides holiday gifts to needy children in the area.

Contact: *Tim Wiens, President*
Wheaton-Kensington Chamber of Commerce
2401 Blueridge Avenue, Suite 101
Wheaton, Maryland 20902
(301) 949-0080
www.wkchamber.org

Wheaton Web Sites

Much more Wheaton information is available on the Montgomery County and Wheaton community-based web sites listed below. These sites can provide your business with additional valuable information on the downtown redevelopment and revitalization and other information of interest.

Contact: [Welcome to Downtown Wheaton!](#)

[Wheaton Business Resource Calendar](#)

[Montgomery County, Maryland - Official Website](#)

Mid-County Regional Services Center

This Center works directly with businesses, community groups, residents, the Mid-County Citizens Advisory Board, the Wheaton Urban District Advisory Committee, the Wheaton Redevelopment Program, and numerous public and private agencies to assess and address regional problems and to foster public private partnerships to enhance the development of the Mid-County areas. Business services available at the Center's Administrative Office include: information and referral to County assistance programs and services, purchase of Metro and Ride-On Transit Fare Cards, Notary Public Services, and voter registration. Mid-County Regional Service Center (MCRCS) also maintains a 7-day, 24-hour hotline and services directory providing information, directions to MCRSC, newsletter subscription, complaint line regarding code violations, trash and other problems that may require a government response. Contact (240) 777-8120.

The Wheaton Urban District provides all downtown businesses, residents and visitors enhanced levels of services: maintenance, safety, assistance with community events and activities, marketing brochures, trash removal, etc. The Urban District's Clean and Safe Teams maintain a safe and inviting environment for businesses, visitors and residents by activities such as routine neighborhood patrols, hospitality and information activities and maintenance and beautification projects. The Teamwork includes graffiti removal, litter collection, the addition and maintenance of downtown planters, bicycle patrols, "buddy escorts", providing "jump starts" for vehicles, and assisting with community functions, festivals, and concerts. Contact the Clean and Safe Team at (240) 777-8124.

The Urban District's marketing function provides community events in Wheaton such as the Taste of Wheaton, Wheaton Sparkles on the 4th, summer concerts, publication of the Wheaton Restaurant Guide and Wheaton Guide to Wheaton Businesses, and liaison services to small businesses for resources and assistance. Contact the Urban District Marketing Manager Leslie Maxam at (240) 777-8106.

The MCRSC provides administrative and staff support to two County Executive's appointed and County Council confirmed advisory groups: the Wheaton Urban District Advisory Committee (WUDAC) and the Mid-County Citizen Advisory Board (MCCAB). The eleven-member WUDAC advises County officials on issues affecting the revitalization and the economic and physical

development of the Wheaton Urban District. WUDAC meets on the second Tuesday of each month (except August) at 4:30 p.m. at MCRSC. The fifteen-member MCCAB advises County officials on matters affecting the 220,000 residents and businesses in the ninety-nine square miles of the Mid-County services area. MCCAB meets on the third Tuesday of each month (except August) at 7:00 p.m. at the MCRSC.

Contact: *Natalie Cantor, Director*
Mid-County Regional Services Center
2424 Reedie Drive
Wheaton, Maryland 20902
(240) 777-8100
www.montgomerycountymd.gov

Montgomery County Department of Housing and Community Affairs

The Department of Housing and Community Affairs (DHCA) Community Development Division is responsible for administering the Department's major federal grants and implementing the County's Community Development Program. The staff works to develop and implement strategic revitalization plans for older commercial areas. County funds are made available to owners to encourage renewal and modernization of older shopping areas and to merchants for the purpose of updating their businesses. DHCA utilizes Federal and State grants, as well as county funding, to implement streetscape improvements. Technical assistance is provided in such areas as market analysis, parking and circulation studies, site and building evaluations, and building façade design recommendations. The staff also assists in securing business financing from public and private sources.

Other programs and services available from DHCA have benefited Wheaton property owners and merchants. The Georgia Avenue/Triangle Lane Restoration Project is a multi-year phased project that provided installation of new colorful storefront canopies along Triangle Lane in the fall of 2003. Additional improvements in 2005 include painting some of the buildings and installing some new windows along Triangle Lane and painting and installing new storefront canopies along Georgia Avenue.

The Façade Easement Program provides financial incentives to commercial property owners by allowing them to sell control of a building's exterior to the County in exchange for improvements to that exterior. Another incentive program, the Store Front Canopy Grant Program, provides financial assistance to property owners and merchants interested in implementing low cost improvements to their building façade by installing canopies and signs.

Contact: *Bob Fischer, Business Development Specialist*
Department of Housing and Community Affairs
Commercial Revitalization Section
100 Maryland Avenue, 4th Floor
Rockville, Maryland 20850
(240) 777-3600
www.montgomerycountymd.gov/dhca

Montgomery Works

Montgomery Works is a one-stop employment and training service providing businesses with customized employment services. This service can provide employers with screened, eligible candidates for employment openings, access to job fairs, generalized employee training and employee training certification in industry specific areas. The service, offered through Montgomery County Department of Economic Development and the Montgomery County Workforce Investment Board, also provides job readiness training such as ESOL and job placement services.

Some additional services offered by Montgomery Works include, wage information and employment trends, links to other public and private support services, older worker programs, youth employment programs, and customized employment services for unmet or unique needs in the workplace.

Montgomery Works has two locations –Wheaton and Gaithersburg. The Wheaton Office is located at Westfield South Office Building, adjacent to Westfield Shoppingtown.

Contact: Montgomery Works
 Westfield South Office Building,
 11160 Veirs Mill Road, 1st Floor
 Wheaton, Maryland 20902
 (301) 929-6880
 www.montgomeryworks.com

Sales and Service Learning Center of Montgomery Works

The Montgomery Works **Sales & Service Learning Center** was established here in Wheaton in January 2005 as a National model, job-training center. It is a joint project of the National Retail Federation, Montgomery County Department of Economic Development, and the Montgomery County Workforce Investment Board.

The Center provides retailers and other customer service related employers with trained, motivated, and professional sales workers. The Center focuses on teaching critical customer service skills through various training programs for job seekers and employers. Additional services, such as recruiting events, connect Employers with Center graduates and other candidates. In addition, the Center screens candidates, and conducts skills assessments tests based on industry established sales and service skill standards. The Center is an official testing site for the National Professional Certification Customer Service, and provides the opportunity for Center graduates to test for this industry credential.

Contact: Sales & Service Learning Center
 11160 Veirs Mill Road, Suite LLH-17
 Wheaton, Maryland 20902
 (240) 403-3600
 info@montgomeryworks.com

Montgomery College Workforce Development and Continuing Education

Montgomery College provides a large number of noncredit training and educational programs for businesses, employees and residents of Montgomery County. The college has a full array of courses: customer service, sales success, marketing for managers, and selling and promoting products. Most courses can be delivered on site as well as customized to fit the needs of a particular business. The

Workforce Development and Continuing Education Division has three satellite centers – Westfield South in Wheaton, Gaithersburg Business Training Center, and the Giant Center for Business Training in Silver Spring.

Contact: *Steve Greenfield, Acting Director*
Montgomery Community College
Department of Workforce Development & Continuing Education
12 South Summit Avenue, Suite 400
Gaithersburg, Maryland 20877
(240) 683-2592
Steve.greenfield@montgomerycollege.edu

Hispanic Business Institute

The Hispanic Business Institute (HBI) was created by the Montgomery County Department of Economic Development as a private/public partnership among Montgomery College, the County Government, and the Hispanic Chamber of Commerce of Montgomery County. This award winning model program offers bilingual noncredit training and education and enhances the economic opportunities of Hispanic entrepreneurs. HBI offers a full range of courses: small business development, food safety certification, OSHA safety, and QuickBooks among others.

Contact: *Liliana Arango, Executive Director*
Montgomery Community College
Workforce Development and Continuing Education
Hispanic Business Institute
11160 Veirs Mill Road
Wheaton, Maryland 20902
(301) 962-8934
Liliana.arango@montgomerycollege.edu

U.S. Small Business Administration

The U.S. Small Business Administration (SBA) provides assistance to businesses in the following areas: Starting A Business, Business Management, Business Planning, Financing & Accounting, Marketing & Advertising, Government Contracting, Risk Management & Cyber-Security, E-commerce, International Trade, Federal Tax Training, and Small Business Retirement

Contact: *Robert Carpenter, Business Development Specialist*
Washington Metropolitan Area District Office
740 15th Street, NW, 3rd Floor
Washington, D.C. 2005-3544
(202) 272-0345
Robert.carpenter@sba.gov

Maryland Small Business Development Center

The Maryland Small Business Development Center (SBDC) provides professional counseling and low cost training to start-up and existing businesses. SBDC, as an affiliate of the University of Maryland, assists with one-on-one counseling, procurement, marketing, loan preparation, business plan review, and many more business services.

Qualified SBDC clients may be eligible to receive specialized consulting services, not readily available from SBDC counselors, through the **Strategic Assistance Consulting Fund (SACF)** program. The SACF program provides expert consultants to assist you to improve or expand your business. The program is available to existing SBDC clients. Specialized services available through the SACF program include: legal services, strategic planning, market analysis, marketing strategies, accounting, architectural and engineering services and web design and development.

Contact: *Jose Hernandez, Regional Director*
Maryland Small Business Development Center -Capital Region
7100 Baltimore Avenue, Suite 402
College Park, Maryland 20740
(301) 403-0501
www.capitalsbdc.umd.edu

Office of the People's Counsel

The Office of the People's Counsel provides information and assistance to help meet the requirements of the County's ordinance. They provide counseling to home based businesses and can assist in obtaining a Special Exception to start up a small business.

Contact: Office of the People's Counsel
100 Maryland Avenue, COB, Suite 226
Rockville, Maryland 20850
(240) 777-9700
www.montgomerycountymd.gov/content/council/peoplescounselhome.asp

Clerk of the Circuit Court – Business License Division

The traders licenses are issued for retail, restaurants, dry cleaners, construction of new homes, commercial buildings, vending machines, music boxes, coin operated pool table, pinball machines, plumbers, storage warehouses, and parking garages.

Contact: Office of the Clerk of the Circuit Court
50 Maryland Avenue
Rockville, Maryland, 20850
(240) 777-9461. Spanish capabilities are available.
<http://www.montgomerycountymd.gov/mc/judicial/circuit/services/crtclerk/clerk/clerkco.html>

Montgomery County Permitting Services

This office issues vendor and electrician licenses along with Home Occupations (registered home-based businesses) certificates. Permitting Services also issues building permits for residential and commercial issues, electrical, mechanical, sediment control, right of way (driveway) permits, zoning review and information, well and septic information and reviews, and complaints for zoning and building issues.

Contact: Montgomery County Permitting Services
255 Rockville Pike, 2nd Floor
Rockville, Maryland 20850
(240) 777-6420 (Spanish capabilities are available)
<http://permittingservices.montgomerycountymd.gov/dpstmpl.asp?url=/Main.asp>

Montgomery County Consumers Affairs Division

This office issues licenses: New Homes Building Contractor, Second-hand Personal Property Dealers, Motor Vehicle Repair, Maintenance and Towing, Radio, Television and Electrical Appliance Installation and Repairs.

Contact: Department of Housing and Community Affairs
100 Maryland Avenue, COB, 3rd Floor
Rockville, Maryland 20850
(240) 777-3636
www.montgomerycountymd.gov
Spanish capabilities are available.

Montgomery County Department of Health and Human Services/ Division of Licensing and Regulatory Services

Contact: Montgomery County Department of Health & Human Services
401 Hungerford Drive
Rockville, Maryland 20850
(240) 777-3986
<http://www.montgomerycountymd.gov/hhstmpl.asp?url=/content/hhs/license/index.asp>
Spanish capabilities are available.

Montgomery County Office of Procurement

Procurement information can be retrieved through the County's RAPID system. RAPID is an automated and user friendly system which is available 24 hours a day, 7 days a week to obtain up to the minute information about procurement opportunities from Maryland agencies, Virginia agencies, several federal agencies, and some other states. The Office of Procurement also provides information session on how to do business with the County.

Contact: Office of Procurement
255 Rockville Pike, Suite 180
Rockville, Maryland 20850
(240) 777-9904 TTY: (240) 777-0056
(240) 777-9952
www.montgomerycountymd.gov

Maryland Department of Assessments and Taxation

To register a business name, form a legal entity, such as a corporation, LLC, LLP, LP, business trust or foreign corporation, call (410) 767-1320. Entities with questions concerning the sale of their own securities should contact the Maryland Office of the Attorney General (Securities Division) at (410) 576-7045.

To register a general partnership or sole proprietorship, call (410) 767-4991.

To obtain a Trade Name Application for "doing business as", call (410) 767-1330.

If you have questions about your personal property assessments, call (410) 767-1170.

To reserve a business name for future use, call (410) 767-1330.

Contact: Department of Assessments and Taxation
301 West Preston Street
Baltimore, Maryland 21201-2395
(410) 767-4991 Fax: (410) 333-7937
<http://www.dat.state.md.us>

Montgomery County Assessment Office
51 Monroe Street, 4th Floor
Rockville, Maryland 20850
(301) 279-1329
www.dat.state.md.us

Maryland Department of Business and Economic Development

The Department of Business and Economic Development was created to provide information on Maryland's outstanding business climate and the programs available to businesses, both small and large, to ensure their success.

Regional Offices are located throughout the State of Maryland to provide resources and referral services to help businesses expand and grow in Maryland and compete globally.

Contact: Suburban Maryland Region
20 Court House Square
Rockville, Maryland 20850
(240) 777-2010
suburbanmaryland@choosemaryland.org